ABSTRACT OF THE DISCLOSURE

A system and method are provided for reviewing and updating a subscriber's telecommunications services, including a Caller ID service, using a graphical user interface via multiple data networks. The method includes presenting service data to the subscriber via the data networks and transmitting a data message from the subscriber to an intelligent peripheral via at least one of the data networks. The data message indicates a subscriber's desired update to a selected telecommunications service. The method also includes converting the data message into a protocol compatible with an integrated service control point. The converted data message is identical to a data message that the intelligent peripheral would create if the subscriber had entered the desired update via an interactive voice response system. The method further includes transmitting the converted data message to the integrated service control point, and updating the selected telecommunications service in accordance with the subscriber's desired update. Thus, the selected telecommunications service is updated substantially contemporaneously with the subscriber requesting the update at the graphical user interface. Moreover, the subscriber retains the ability to update and review service data via an interactive voice response. The method and system also enable the subscriber to view Caller ID information while being located remotely from the destination of the telephone call associated with the caller ID information.